Unsatisfactory Speed Post Service

3260. SHRI KRISHNA KUMAR BIRLA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the speed post services rendered by the Department of Posts are indulging unfair trade practices and not delivering the articles within the stipulated period;

(b) whether an internal enquiry conducted by MRTPC has revealed that the services rendered by speed posts are not satisfactory; and

(c) if so, the details thereof and steps Government propose to take to tone up the functioning of speed posts throughout the country?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) to (c) The facts of the case are that two speed post articles No. 3882 and 3883 booked on 8.10.94 from Haus Khas Post Office and destinated for Siliguri and Gangtok were not delivered within delivery norms. The speed past charges of Rs. 31/- and Rs. 56/- for these two articles were refunded to the sender due to late delivery. The sender also informed the Monopolies and Restricitive Trade Practices Commission that she did not wish to pursue the matter having received the refund of speed post charges. The Commission, however, investigated the matter and directed that Department of Posts should not indulge in unfair trade practice by not making the customer aware of terms and conditions of acceptance of letters/articles and by not delivering them within stipulated time. The Department of Posts has already taken the following steps to tone up the functioning of speed post services.

(a) Delivery through dedicated staff. (b) Mechanisation of delivery. (c) Free pick-up service from the customer's premises. (d) computerisation of booking and delivery. (e) Introduction of Track & Trace system. (f) Monitoring of quality.

Transfer of control of Hindustan Cables Limited

3261. SHRI DIPANKAR MUKHERJEE:
SHRI NILOTPAL BASU:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there was a suggestion from Ministry of Industry to transfer the control of Hindustan Cables Limited to Ministry of Communications;